

E-01345A-05-0816



0000049258

ORIGINAL
ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51483

Date: 4/27/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

Karen

Haas

Account Name:

Karen Haas

Home: (000) 000-0000

Street:

n/a

Work: (000) 000-0000

City:

n/a

CBR: [REDACTED]

State:

AZ

Zip: 00000

is: E-Mail

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (602) 000-0000

Nature of Complaint:

From: Haas, Karen [REDACTED]

Sent: Thursday, April 27, 2006 10:55 AM

To: Utilities Div - Mailbox

Subject: APS Rate Increase

Importance: High

AZ CORP COMMISSION
DOCUMENT CONTROL

2006 APR 27 P 3:28

RECEIVED

Please promise the residents of Arizona that when fuel prices recede, any increases given to APS for "fuel" cost, will in fact be reversed.

It's coming to the point where people cannot afford their homes because of rising utility costs.

Karen Haas
National Accounts
Waste Management
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

the following response was e-mailed to customer; Opinion filed in docket no. E-01345A-05-0816

April 27, 2006

RE: ARIZONA PUBLIC SERVICE

Dear Customer:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your letter regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Sincerely,
Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

4/27/06 response from customer received stating:

Carmen,
Thank you so much for your thoughtful response.
I do not understand why a utility provider cannot operate as a "not for profit" entity. I also don't understand their profits at the expense of the consumer or why the burden for building new power plants (capital for APS) also comes at my expense. How can I be more involved??

Thanks again,
Karen Haas

[REDACTED]

4/27/06 I telephoned Ms. Haas and I helped her to the website for a sample of the motion to intervene. I also gave her the docket number to refer to. She appreciated the information given. closed

End of Comments

Date Completed: 4/27/2006

Opinion No. 2006 - 51483

FILE IN E-01345A-05-0816

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51472

Date: 4/26/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Kevin

Gibson

Account Name: Kevin Gibson

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Prescott Valley

CBR:

State: AZ Zip: 86314

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer called to say that he is against APS proposed rate increase. He is on a fixed medical leave from the military and states he pay from the leave does not compensate him like APS wants to be compensated.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

I advised the customer that I would write up his comments and they will become part of the official record. A copy was placed in the docket. E-01345A-05-0816. CLOSED.

End of Comments

Date Completed: 4/26/2006

Opinion No. 2006 - 51472